



Intelligence Data Handling Systems Consolidated Help Desk 2nd Quarter of Calendar Year 2004

**Task 46 of SEESAW2
Contract # F30602-01-D-0083/0046
CDRL A006, Metrics Report
20040401 through 20040630**

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Operations and Overview

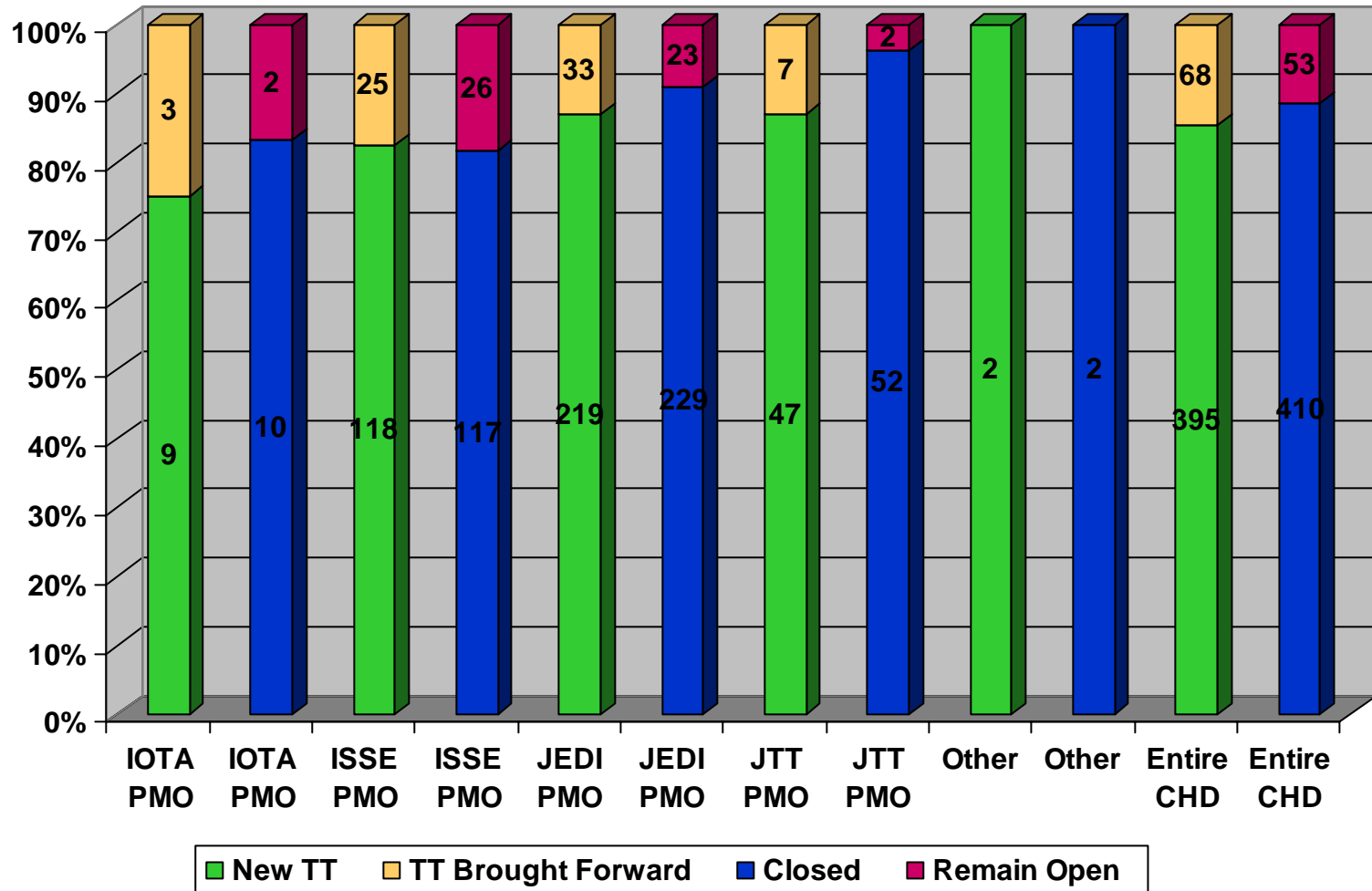
- Providing first level support to AC2ISR programs.
- Reduce costs through multiple program support from a single help desk. Reduction in manning and resources as compared to several help desks.
- Provide software maintenance of systems and analysis of problems of supported programs.
- Support War Fighter through increased availability of IDHS programs.
- Provide all stakeholders of supported programs a single point of contact for help and information
- Provide World Wide Support to users and sites.



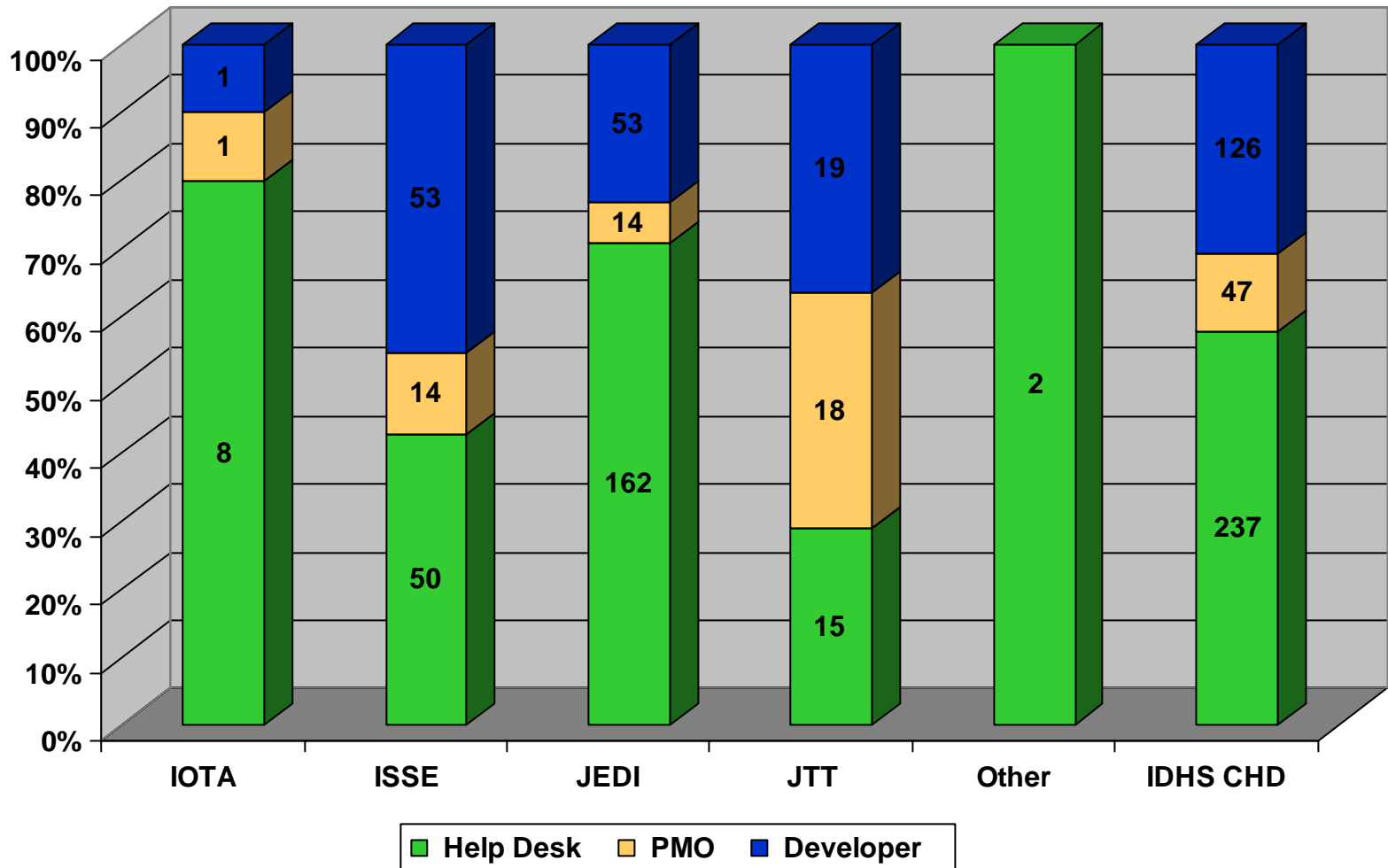
Supported PMOs and Programs

- Automated Assistance with Intelligence Preparation of the Battlespace (A2IPB)
- ISSE PMO Programs:
 - Common Guard Interface (CGI)
 - Information Support Server Environment (ISSE) Guard
 - ISSE User Agent (IUA)
 - Message Automated Downgrade and Dissemination (MADD)
 - Multi Level Data Base Replication (MLDBR)
 - Secure Trusted Automated Routing (STAR) Guard
- JTT PMO Programs:
 - Interim Targeting Solution (ITS)
 - Joint Targeting Toolbox (JTT)
- JEDI PMO Programs:
 - Air Force DoDIIS Infrastructure (AFDI)
 - Client Server Environment System Services (CSE-SS)
 - Joint Enterprise DoDIIS Infrastructure (JEDI)
- IOTA PMO Programs:
 - Broadsword
 - Electronic Targeting Folder (ETF)
 - Gatekeeper
 - Infrastructure Operations Tool Access (IOTA)
 - Isaiah
 - Trusted ISSE Gateway for Exploration and Retrieval (TIGER)

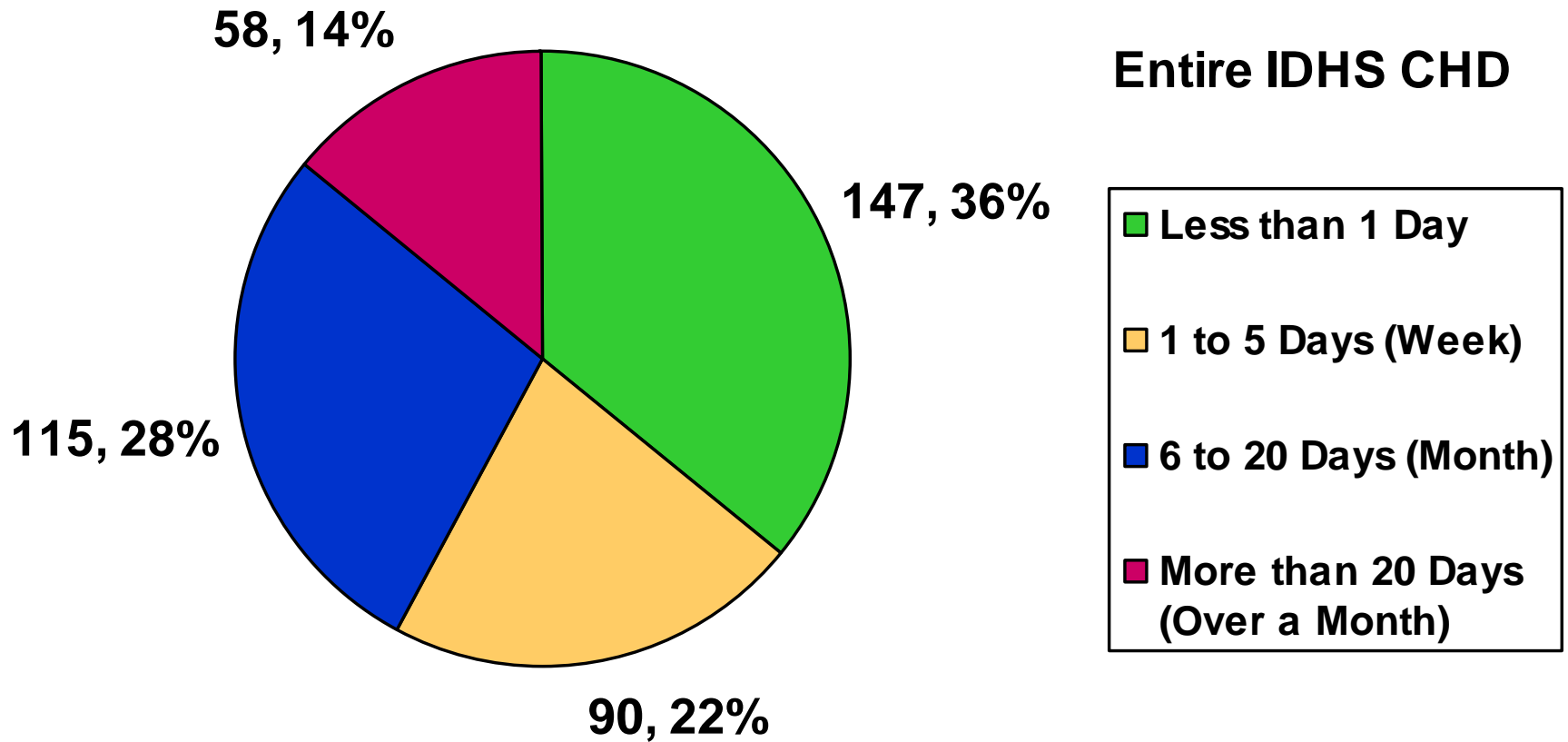
Program Work Load and Ticket Status



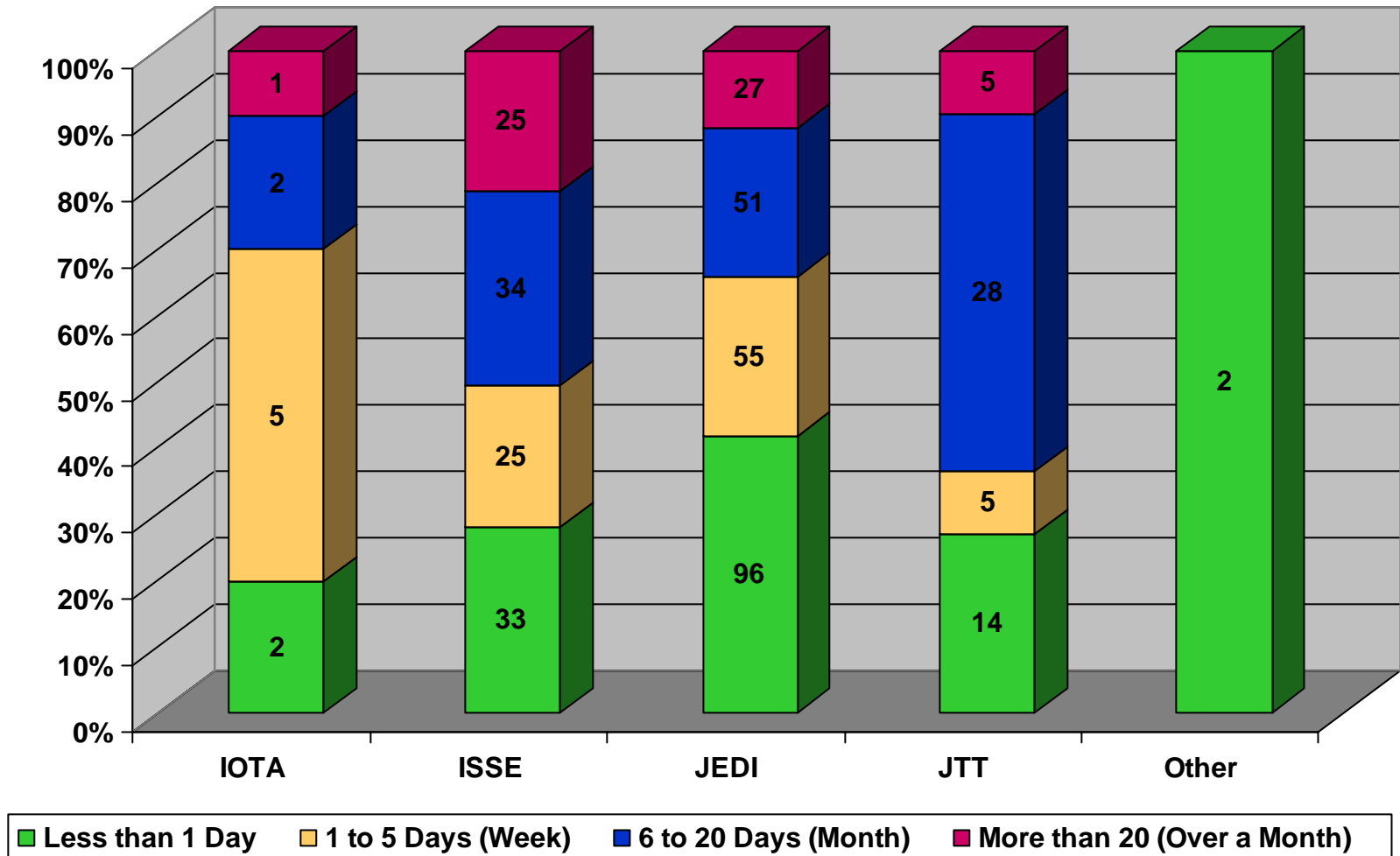
Engineering Level at TT Closure



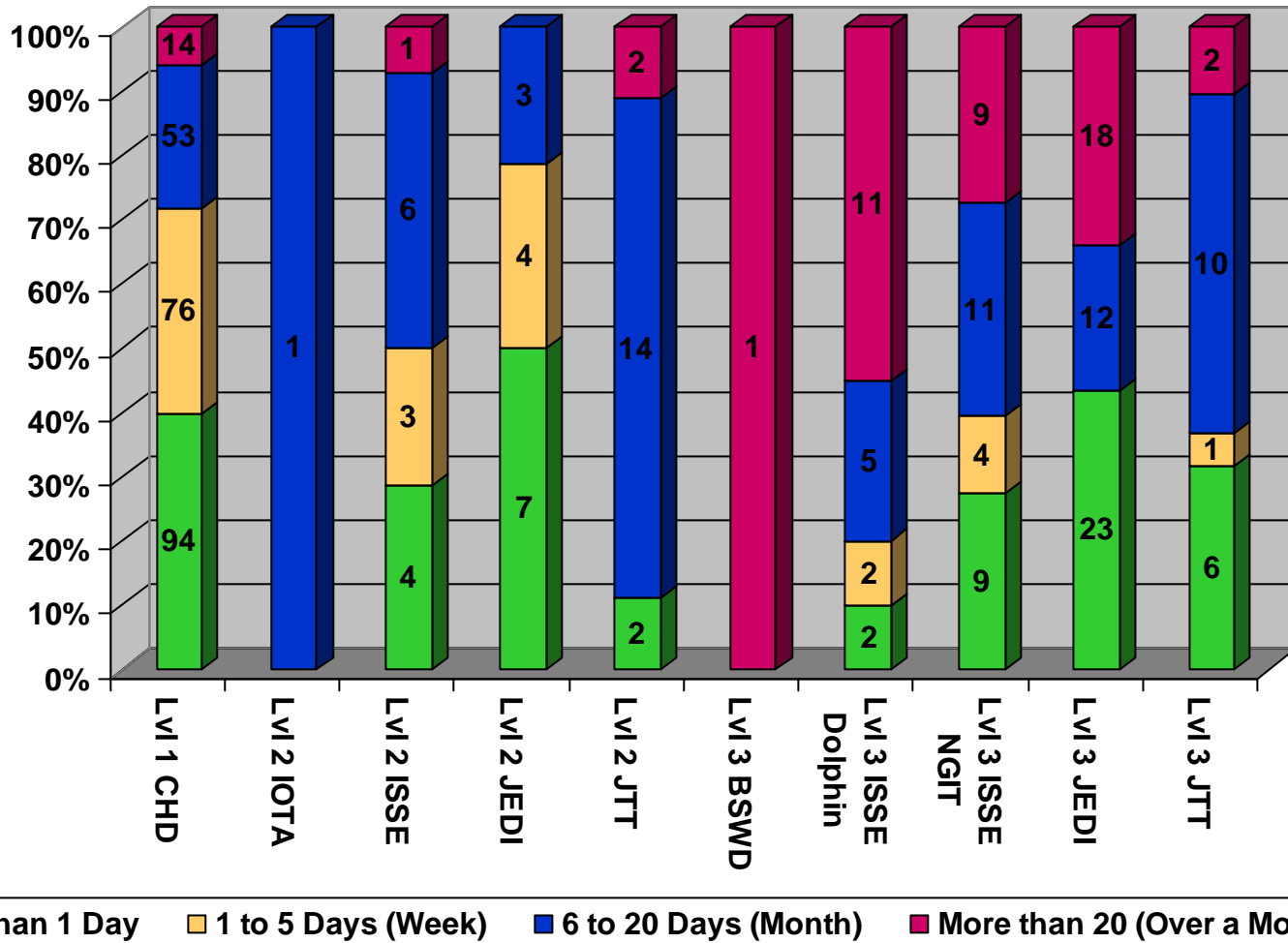
Time to Close Ticket in Days by Percentage



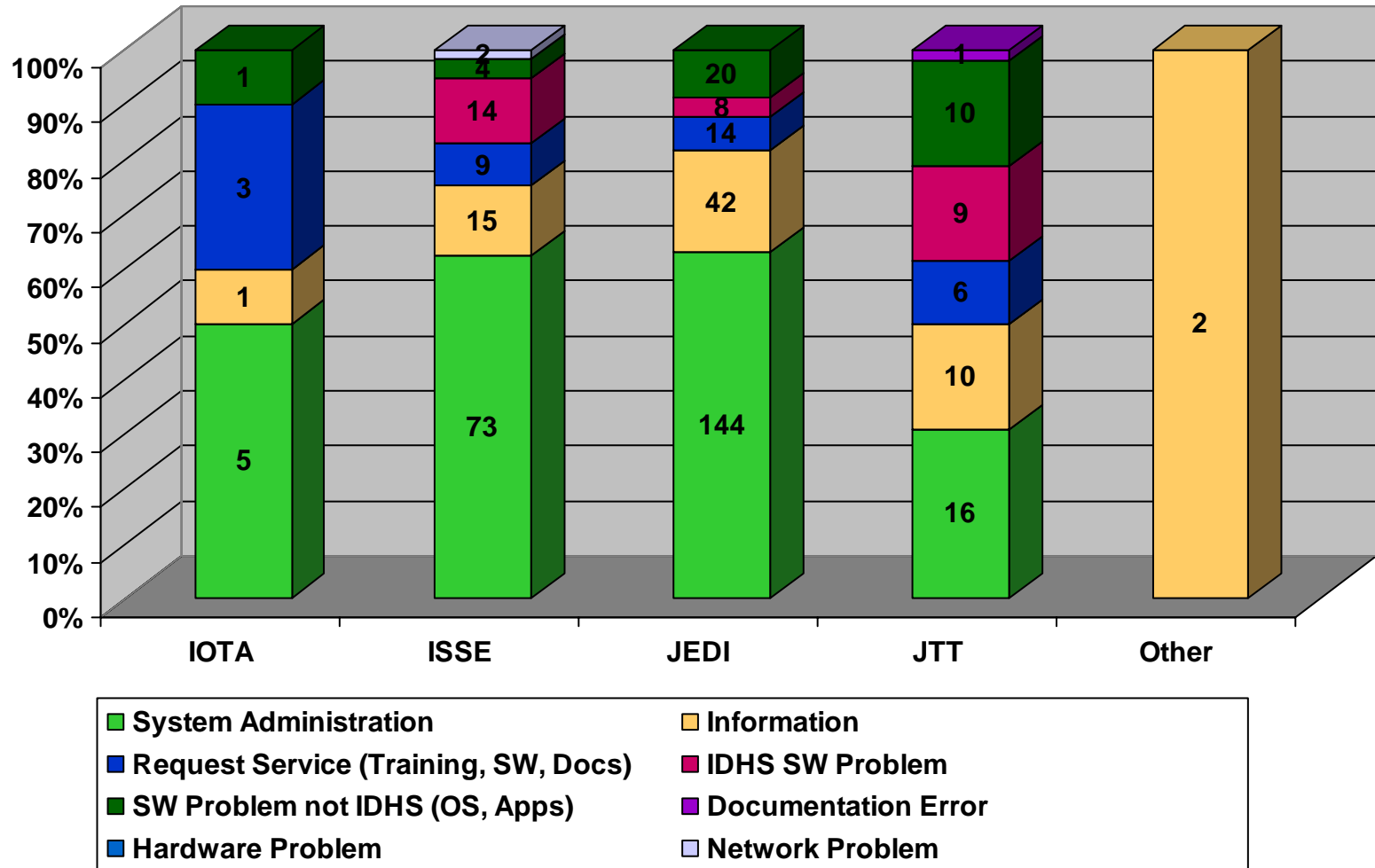
Time in Work Days by Percentage



Time Per Engineering Level

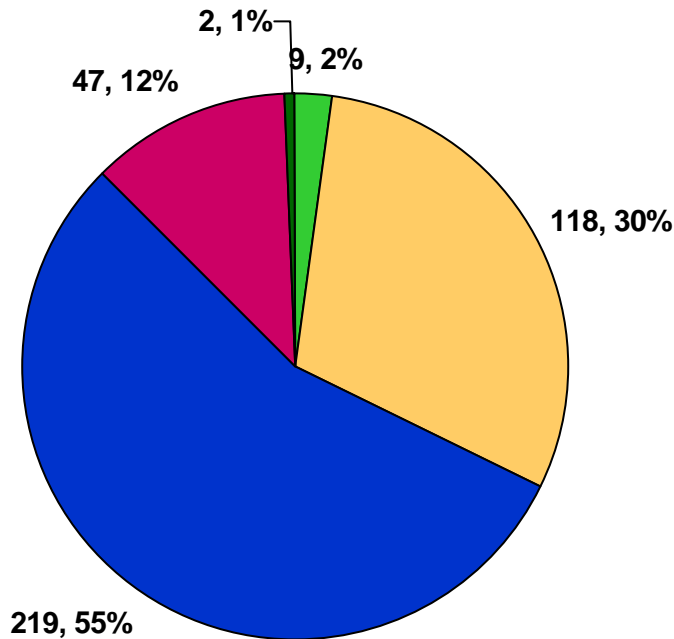


Problem Type Category



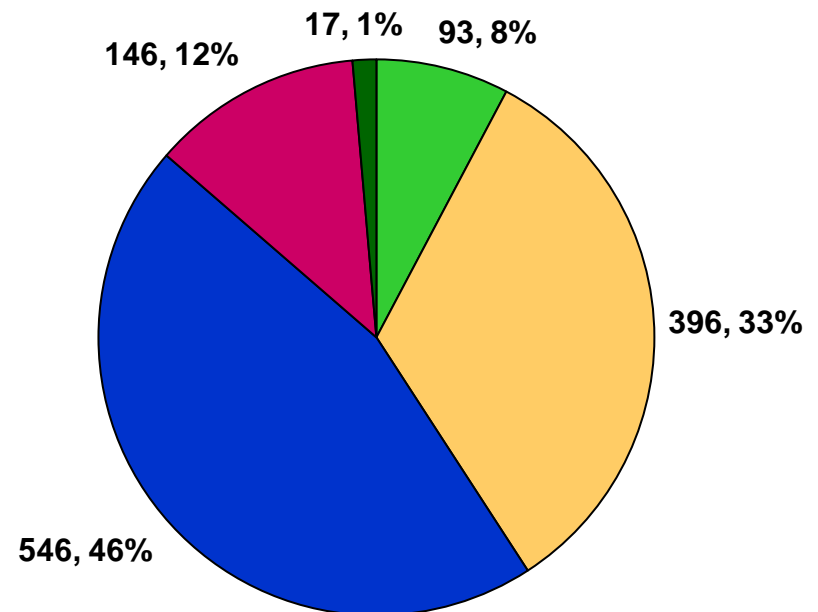
Distribution of New Tickets per PMO

Calendar Quarter



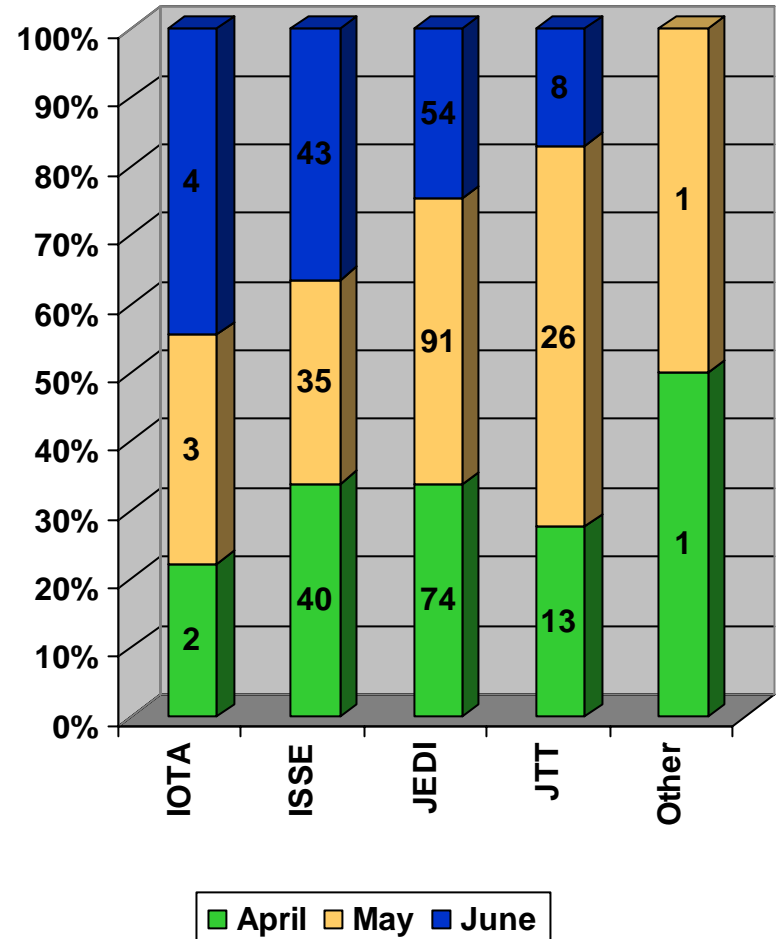
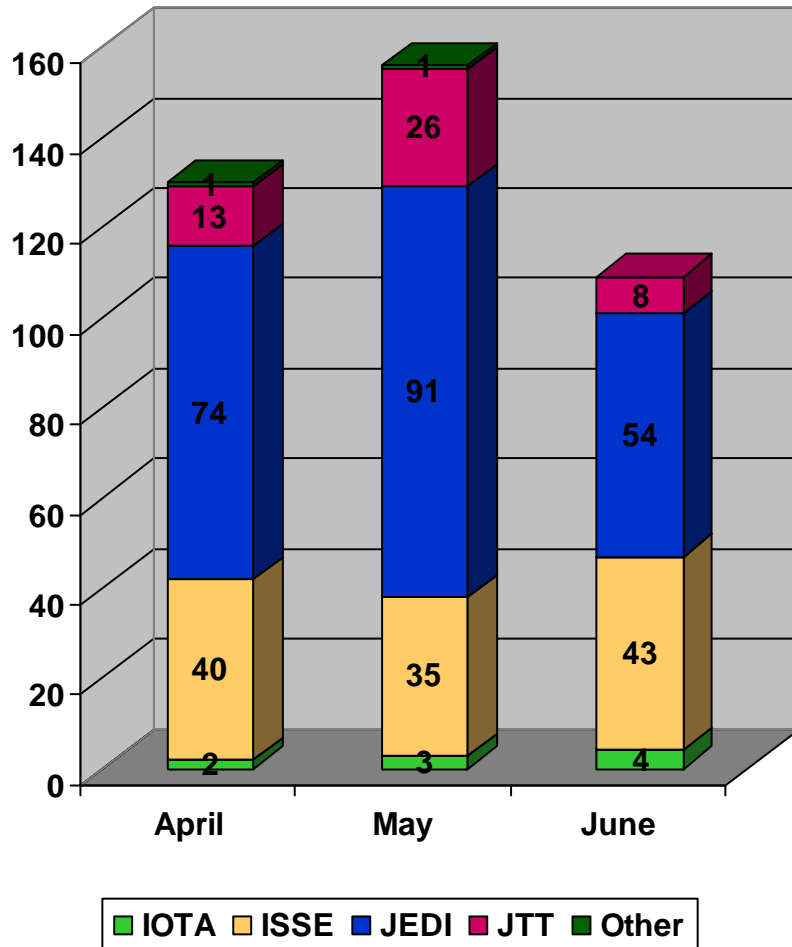
IOTA ISSE JEDI JTT Other

Previous 12 Months

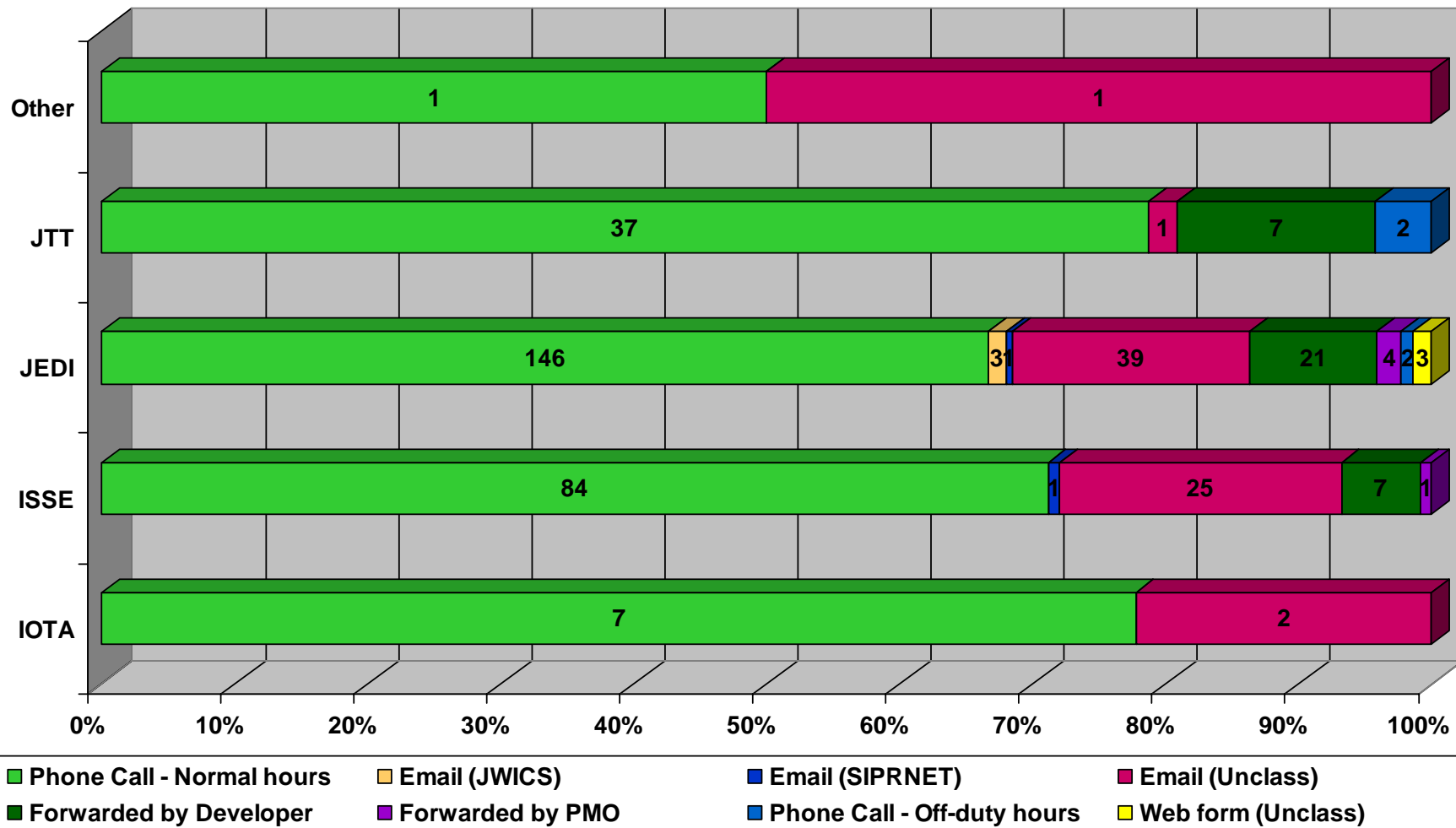


IOTA ISSE JEDI JTT Other

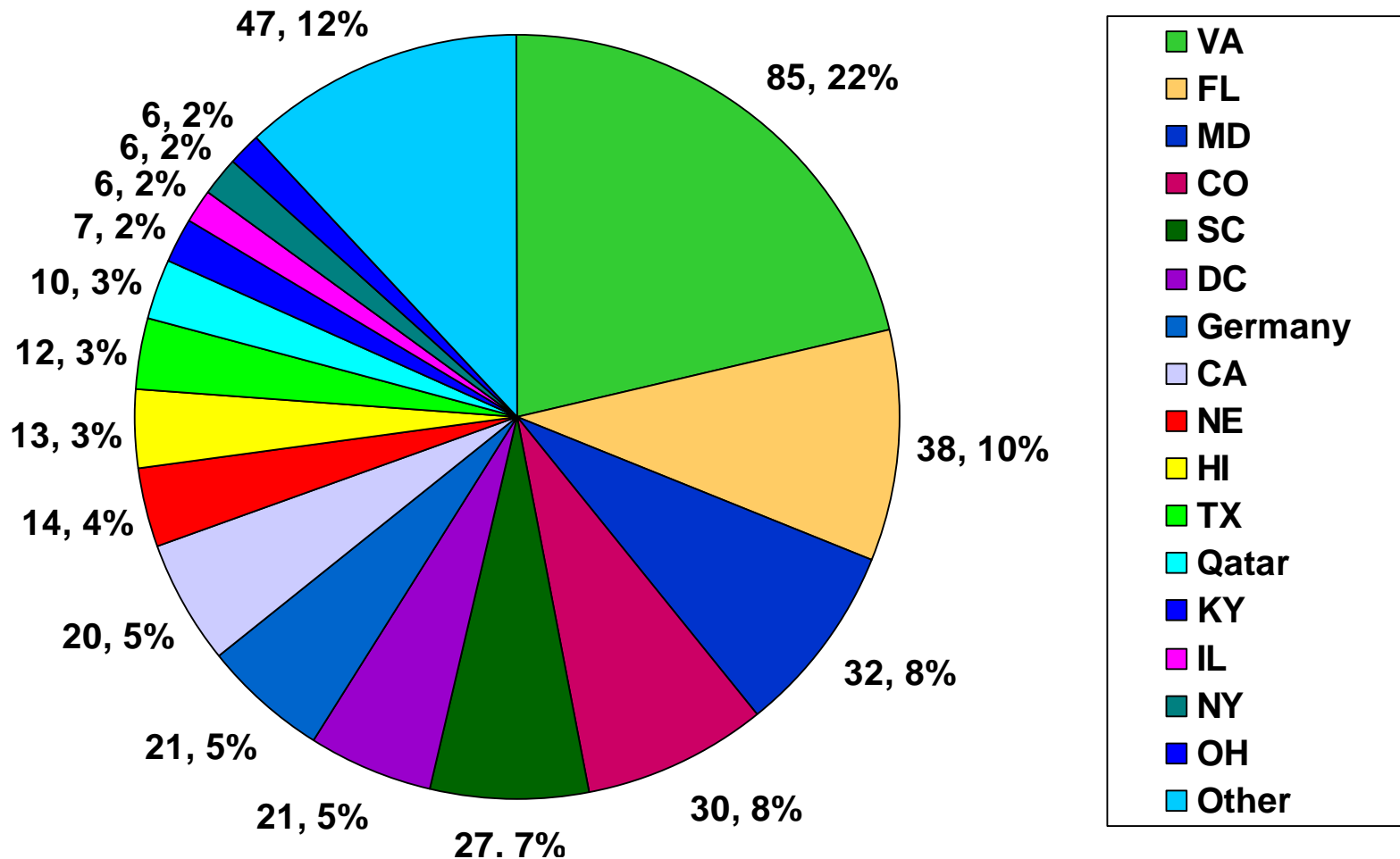
Number Initiated Per Month



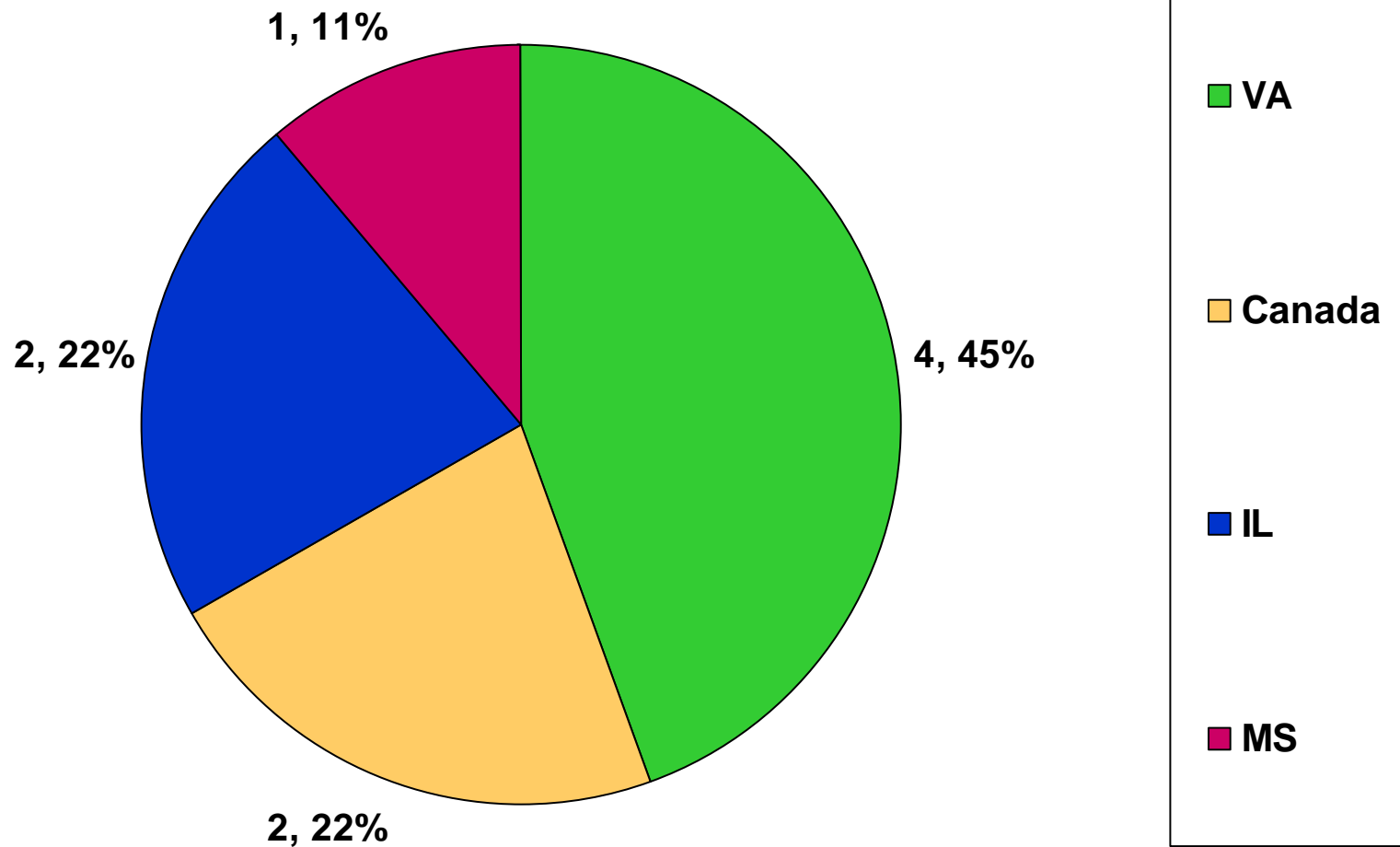
Ticket Initiation Method



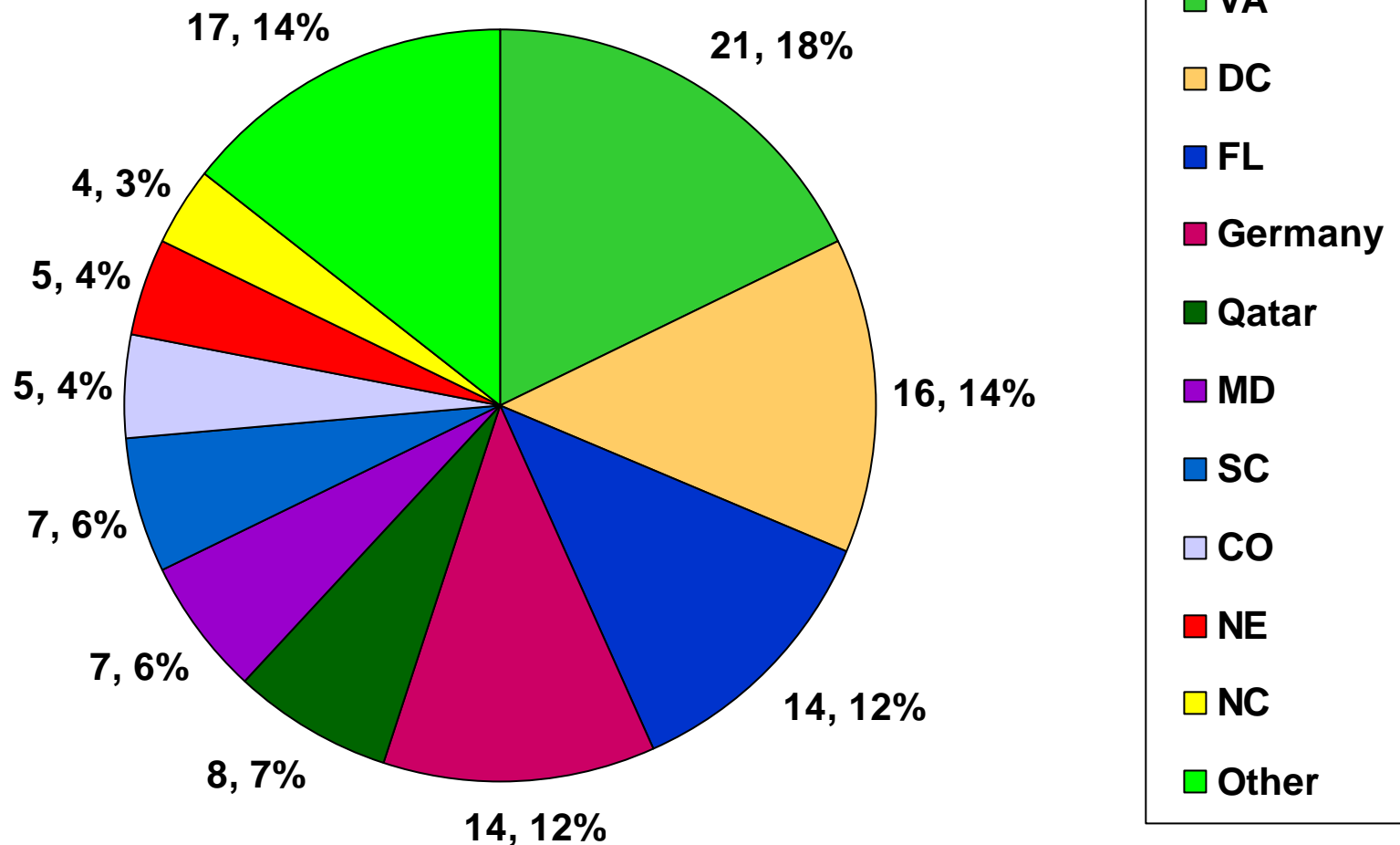
Overall IDHS CHD: New Tickets by Location



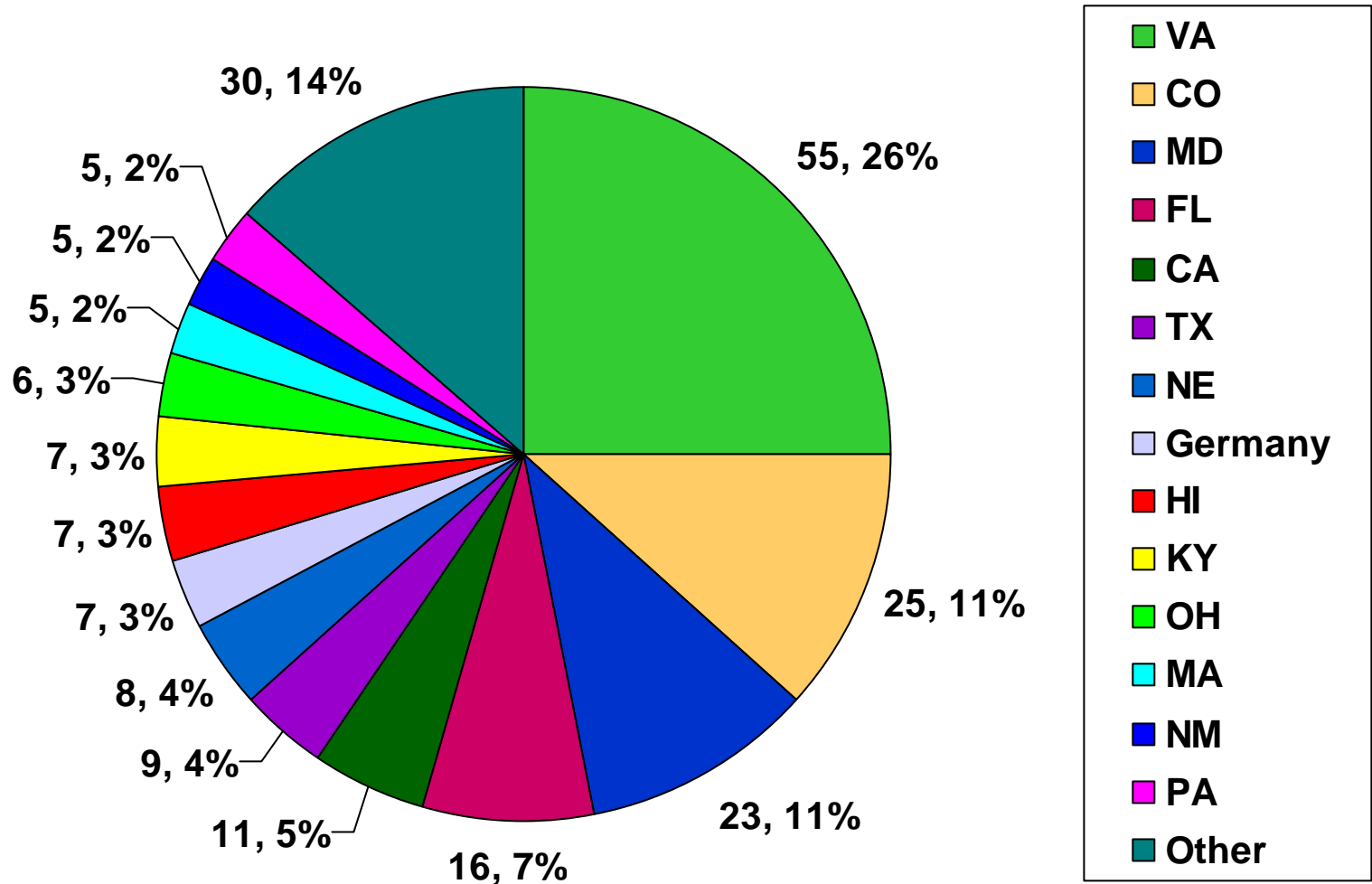
IOTA PMO: New Tickets by Location



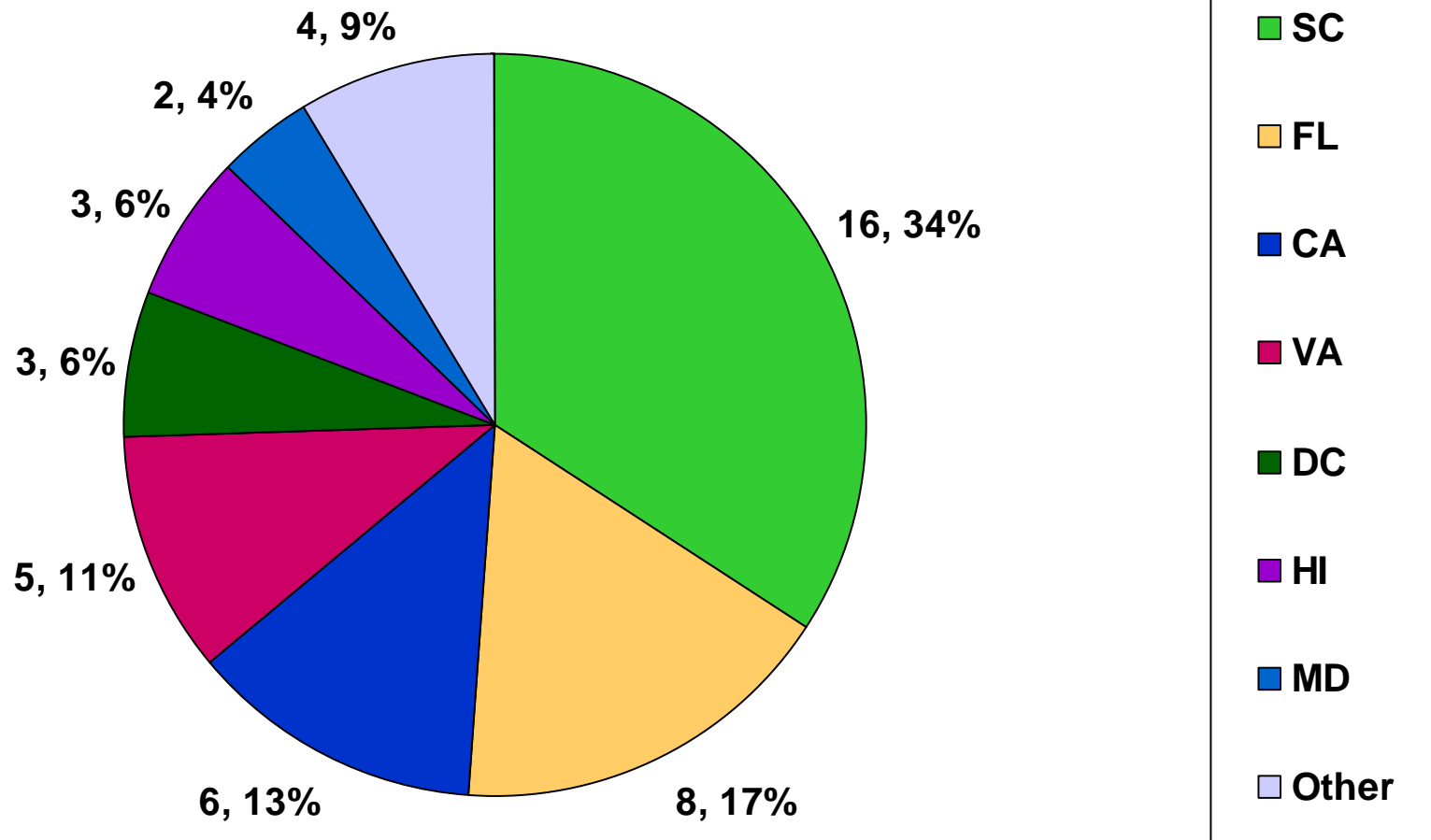
ISSE PMO: New Tickets by Location



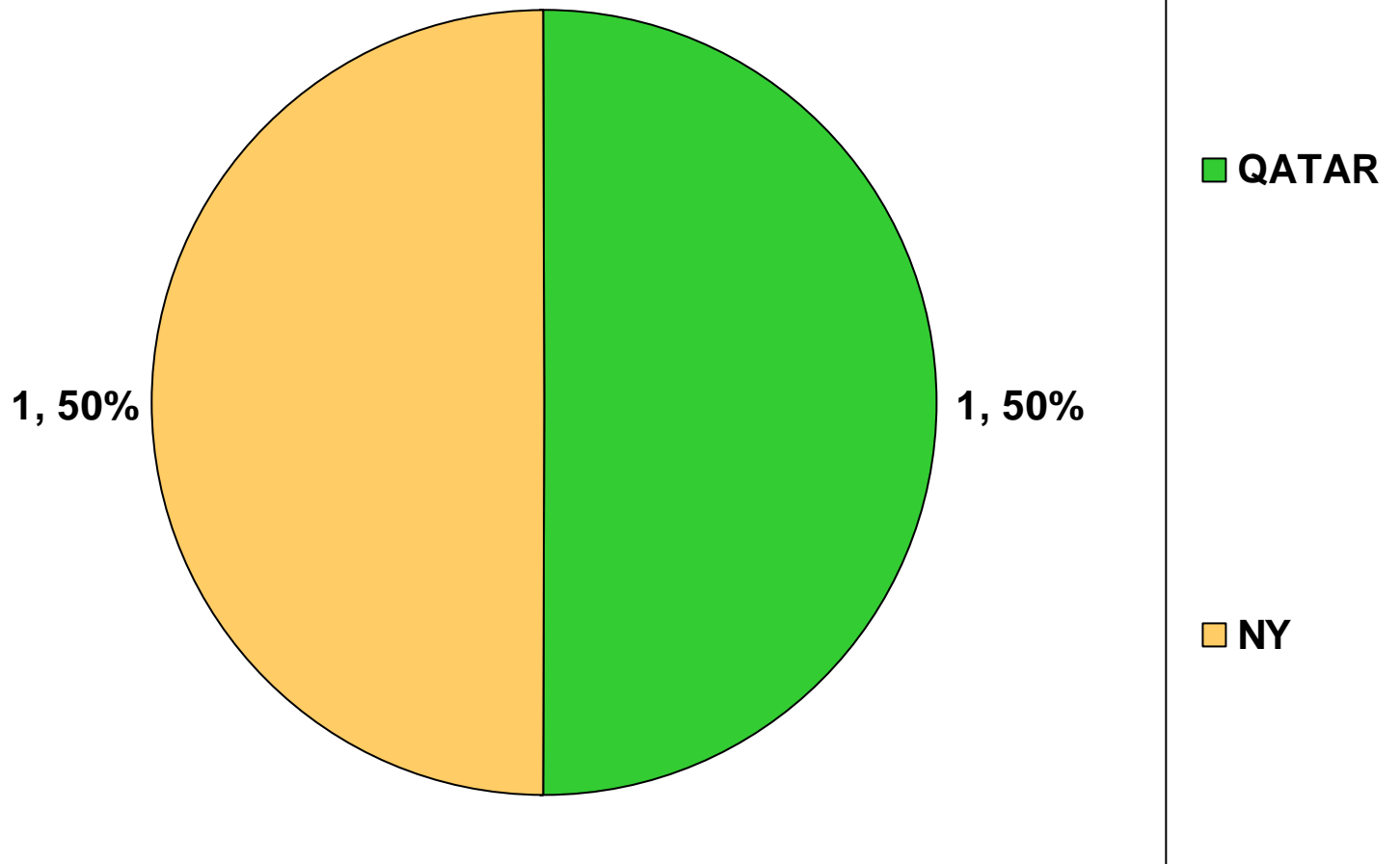
JEDI PMO: New Tickets by Location



JTT PMO: New Tickets by Location



Other: New Tickets by Location



IOTA PMO PCMRs from CHD TTs

PCMR Number	CHD TT#	Status	Status Date
AFRL/IFE-BROADSWORD-03-006I	01603	New	19-MAY-03
		Open	19-MAY-03
		Closed	19-DEC-03
AFRL/IFE-BROADSWORD-03-004I	01461	New	09-APR-03
		Open	07-MAY-03
		Closed	19-DEC-03
AFRL/IFE-BROADSWORD-03-005I	01478	New	09-APR-03
		Open	07-MAY-03
		Closed	19-DEC-03
AFRL/IFE-BROADSWORD-03-003I	01284	New	10-MAR-03
		Open	07-MAY-03
		Closed	19-DEC-03

NOTE: Although these PMCRs have been closed, the problems reported were not resolved. The problems still exist for the customer but were closed with this note:

(U)12/19/03- Broadsword switched to sustainment mode, Ref: IOTA (JMR)

ISSE PMO PCMRs from CHD TTs

PCMR Number	TT#	CM PM Status	Status Date	# Days @ Status
JICPAC-1-ISSE GUARD/IUA-03-008I	01771	New	01-DEC-03	30
		Open	31-DEC-03	184...
ATO-3-ISSE GUARD/GUARD-03-009I	01857	New	22-OCT-03	70
		Open	31-DEC-03	183...
ATO-3-ISSE GUARD/GUARD-03-011I	02004	New	20-NOV-03	41
		Open	31-DEC-03	183...
ATO-3-ISSE GUARD/GUARD-03-010I	02022	New	19-NOV-03	42
		Open	31-DEC-03	183...
JICPAC-1-ISSE GUARD/MLDBR-03-001I	02209	Open	16-DEC-03	0
		New	16-DEC-03	15
		Open	31-DEC-03	97
		Withdrawn	06-APR-04	14
		Rejected	20-APR-04	72...
DAO-2-ISSE GUARD/MLDBR-03-002I	02213	Open	16-DEC-03	0
		New	16-DEC-03	15
		Open	31-DEC-03	97
		Closed	06-APR-04	86...

ISSE PMO PCMRs from CHD TTs (con't)

PCMR Number	TT#	CM PM Status	Status Date	# Days @ Status
JCO-1-ISSE GUARD/IUA-03-009I	02260	New	03-DEC-03	28
		Open	31-DEC-03	183...
AFCCC-1-ISSE GUARD/IUA-03-010I	02325	New	31-DEC-03	97
		WP Requested	06-APR-04	86...
AFRL/IFS-ISSE GUARD-04-005I	02577	New	17-MAR-04	20
		Open	06-APR-04	13
		WP Requested	19-APR-04	73...
REO-8-ISSE GUARD-04-009I	02784	New	14-JUN-04	17...
NORTHCOM-ISSE GUARD/IUA-04-004I	2363	New	17-MAR-04	20
		Open	06-APR-04	86...
NORTHCOM-ISSE GUARD/IUA-04-007I	2469	New	06-APR-04	0
		Open	06-APR-04	86...

JEDI PMO PCMRs from CHD TTs

PCMR Number	CHD Request ID	CM PM Status	Status Date	# Days @ Status
AFRL/IFE-AFDI-03-001I	01323	New	12-FEB-03	148
		Open	10-JUL-03	357...
AFRL/IFE-AFDI-03-003I	01568	New	16-MAY-03	55
		Open	10-JUL-03	357...
AFRL/IFE-AFDI-03-002I	01630	New	15-MAY-03	56
		Open	10-JUL-03	357...
UNKNOWN-AFDI-03-068I	01768	New	05-NOV-03	78
		Open	22-JAN-04	161...
JCO-1-AFDI-03-021I	01915	New	08-JUL-03	2
		Open	10-JUL-03	357...
AFRL/IFE-AFDI-03-069I	02007	New	12-NOV-03	71
		Open	22-JAN-04	161...
AFRL/IFE-AFDI-03-070I	02194	New	21-NOV-03	62
		Open	22-JAN-04	161...
UNKNOWN-AFDI-04-001I	02616	New	23-MAR-04	35
		Open	27-APR-04	65...
608AIS-AFDI-04-002I	2643	New	06-MAY-04	22
		Open	28-MAY-04	34...

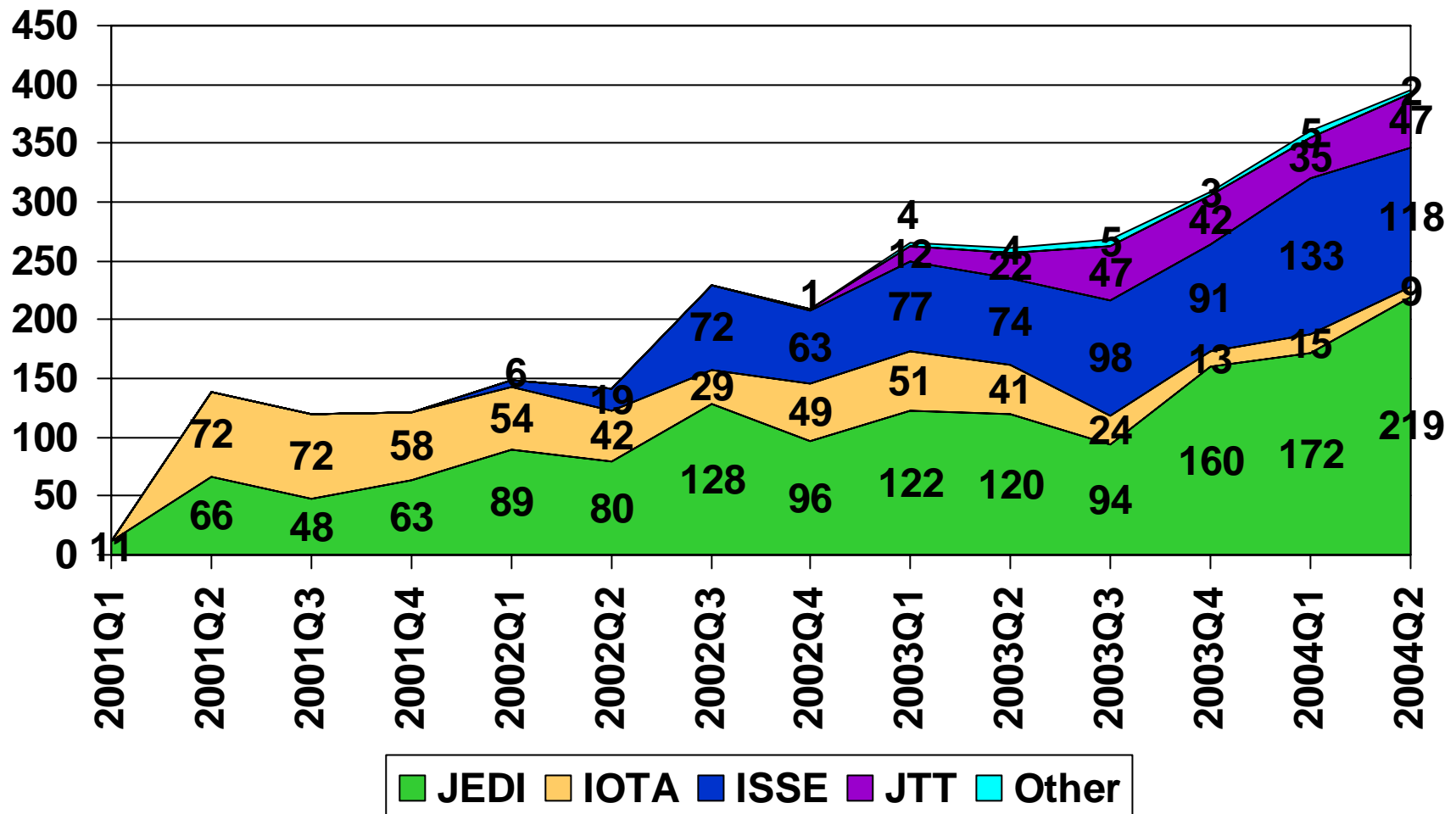
JTT PMO PCMRs from CHD TTs

PCMR Number	TT#	CM PM Status	Status Date	# Days @ Status
AFRL/IFE-JTT-03-337I	01398	New	13-MAR-03	5
		Open	18-MAR-03	295
		Closed	07-JAN-04	176...
AFRL/IFE-JTT-03-388I	01781	New	16-JUL-03	7
		Open	23-JUL-03	308
		Accepted	26-MAY-04	36...
AFRL/IFE-ITS-03-013I	02239	New	25-NOV-03	0
		Open	25-NOV-03	133
		Withdrawn	06-APR-04	86...
AFRL/IFE-ITS-04-012I	02921	New	04-JUN-04	10
		Open	14-JUN-04	17...
SHA-2-ITS-04-009I	02923	New	02-JUN-04	12
		Open	14-JUN-04	17...
SHA-2-ITS-04-016I	02926	New	23-JUN-04	0
		Open	23-JUN-04	8...

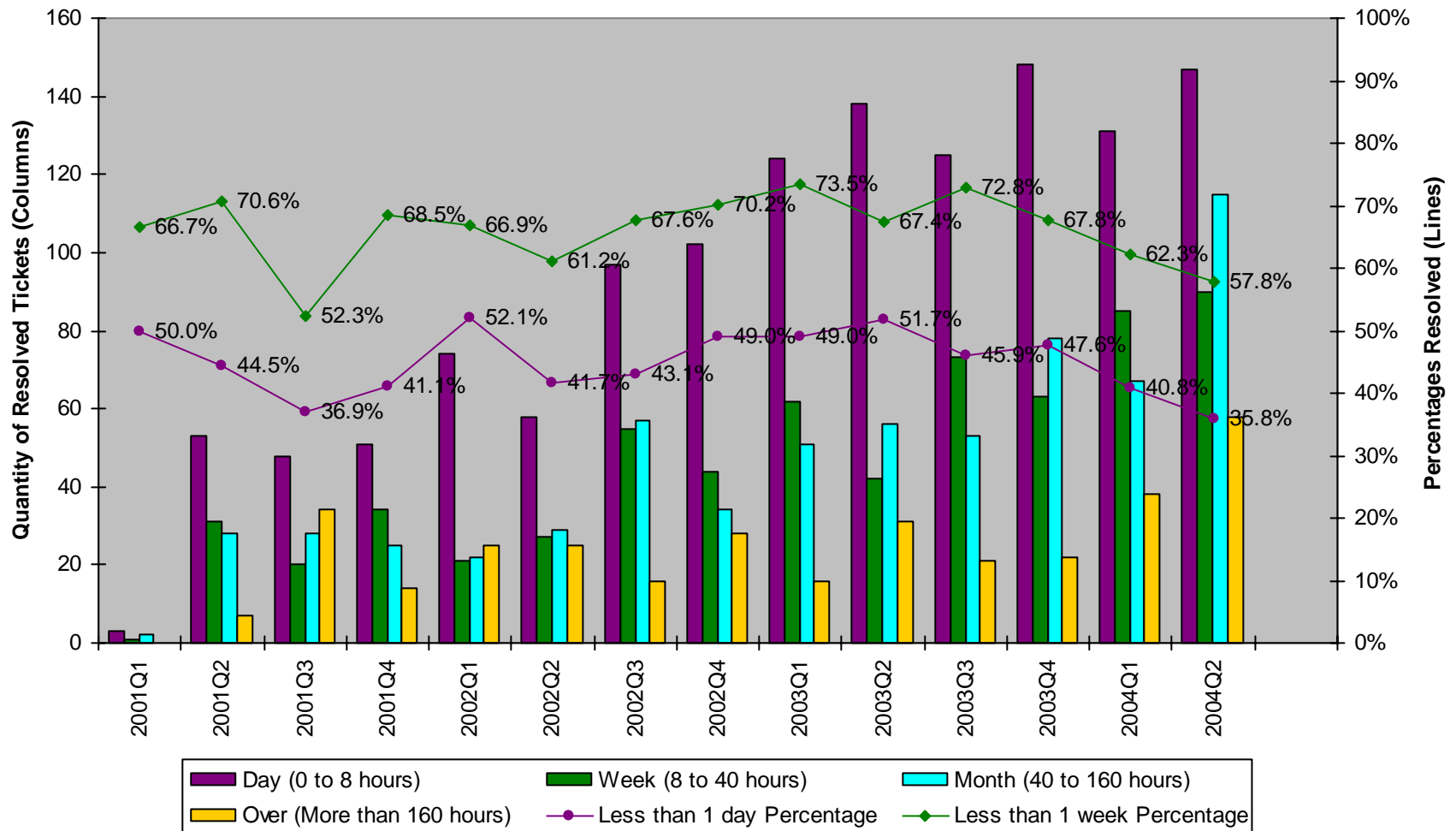
JTT PMO PCMRs from CHD TTs

PCMR Number	TT#	CM PM Status	Status Date	# Days @ Status
SHA-2-ITS-04-010I	02928	New	02-JUN-04	12
		Open	14-JUN-04	17...
SHA-2-ITS-04-014I	02929	New	10-JUN-04	4
		Open	14-JUN-04	17...
SHA-2-ITS-04-011I	02931	New	02-JUN-04	12
		Open	14-JUN-04	17...
AFRL/IFE-ITS-04-013I	02932	New	04-JUN-04	10
		Open	14-JUN-04	17...
SHA-2-ITS-04-015I	02936	New	10-JUN-04	4
SHA-2-ITS-04-015I	02936	Open	14-JUN-04	17...
SHA-2-ITS-04-017I	2925	New	24-JUN-04	7...

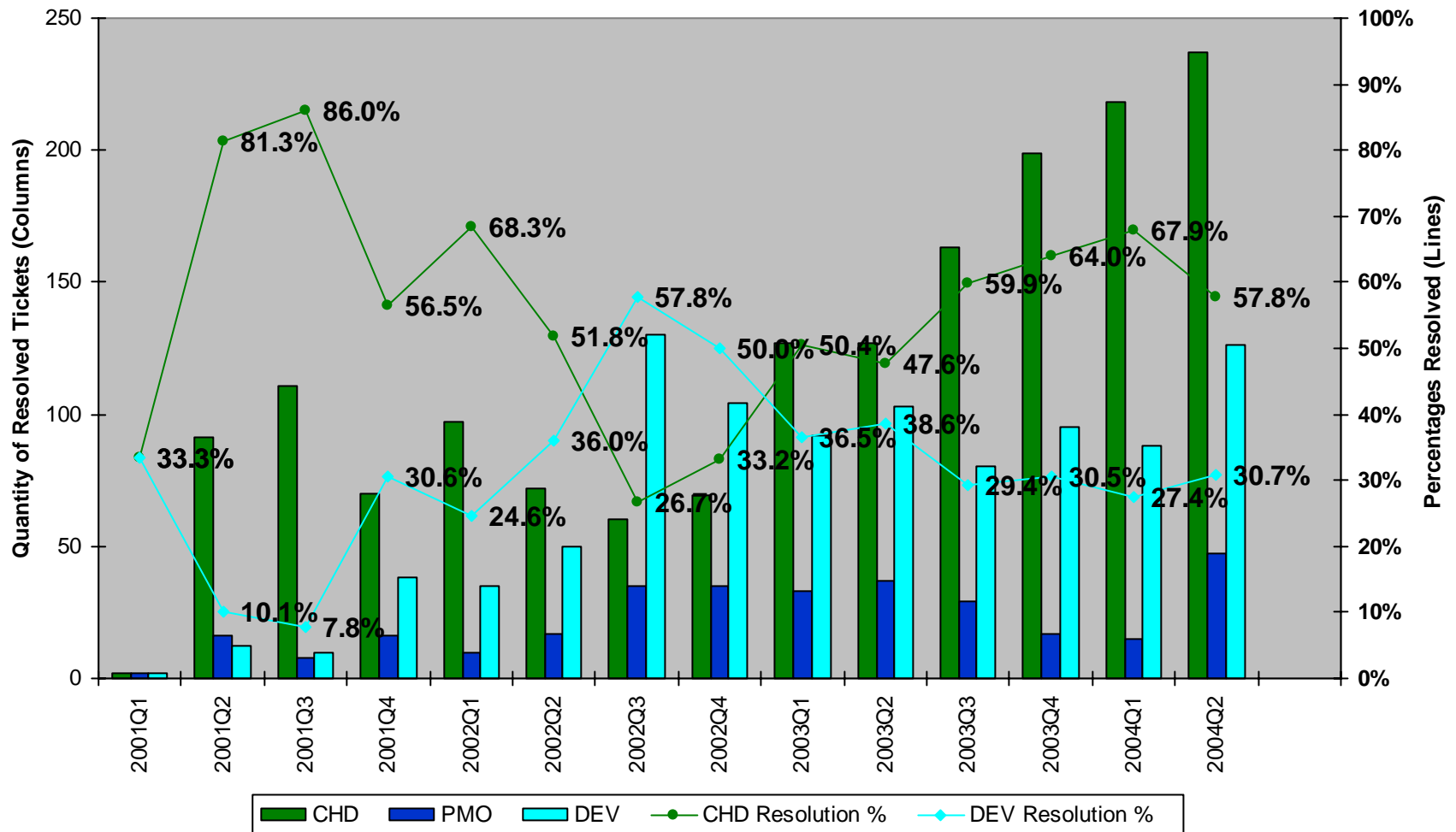
Help Volume Since Inception



Resolutions Times (Qty and %)



Resolution Engineering Levels (Qty and %)



Contact Information

- Request Help via Mail:
 - Intelligence Data Handling
Systems (IDHS)
 - Consolidated Help Desk (CHD)
 - AFRL/IFEB
 - 32 Brooks Road
 - Rome, NY 13441-4114
- Request Help via Telephone:
 - Commercial:
 - (315) 330-IDHS (4347)
 - DSN:
 - (312) 587-IDHS (4347)
- With prior coordination:
 - Secure Facsimile
 - Non-secure Facsimile
 - STU-III telephone
- Request Help via Email:
 - Unclassified:
 - IDHS.Help@rl.af.mil
 - SIPRNET:
 - IDHS.Help@ife.rl.af.smil.mil
 - Intelink:
 - IDHS.Help@mail.rome.ic.gov
- Request Help via Web Forms:
 - Web:
 - <http://extranet.if.afrl.af.mil/chd/>
 - SIPRNET:
 - <http://ife.rl.af.smil.mil/chd/>
 - Intelink:
 - <http://web1.rome.ic.gov/chd/>